

Frequently Asked Questions (FAQs) about Direct Loan Closeout for 2010-2011 Program Year
Attachment to February 2012 Electronic Announcement

Q1: When should a school close out the 2010-2011 Program Year?

A1: A school should be able to close out within a month or two of its final actual disbursements, but no later than the closeout deadline of July 31, 2012. If your school will need to process actual disbursement data after the closeout deadline, please review question 3 for more information.

Note: As a reminder, cash management and monthly reconciliation requirements supersede the closeout deadline.

Q2: What are the benefits to closing out?

A2: The benefits of closing out are:

- A school receives a Program Year Closeout Letter which documents closeout completion
- Current Funding Level (CFL) is reduced to prevent drawdowns requested in wrong award year
- Award-year specific data is prevented from processing in the COD System

Q3: What if a school has actual disbursements scheduled past the closeout deadline?

A3: Exceptions to the last processing day of the program year may be made on a case-by-case basis, if a school's processing period extends beyond the closeout deadline. Schools falling within this category must request extended processing by contacting the COD School Relations Center at CODSupport@acs-inc.com.

Q4: What happens if a school closes out before the closeout deadline, but has additional records to report to the COD System?

A4: If a school identifies additional disbursement or adjustment data after closeout prior to the closeout deadline, the school should request to reopen the award year by contacting the COD School Relations Center at CODSupport@acs-inc.com.

Q5: What if a school's balance changes after closing out prior to the closeout deadline?

A5: If a school's balance changes due to refunds or adjustments in G5 the school will:

- Receive a Change in Zero Balance Letter
- Receive an updated SAS at the end of the month
- Must request to be reopened by contacting the COD School Relations Center at CODSupport@acs-inc.com.

Q6: How does a school reopen an award year before the closeout deadline?

A6: A school should contact the COD School Relations Center at CODSupport@acs-inc.com and include:

- School Name and the award year to be reopened
- Reason for the request

The school will receive a Reopen Notification e-mail. The e-mail will be sent to the Financial Aid Administrator and President.

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Q7: What happens after the closeout deadline?

A7: The COD System:

- Reduces funding to Net Drawdowns for all remaining open schools
- Rejects award year-specific awards/disbursements
- Discontinues year-specific reports
- Issues a final SAS to all schools

Q8: What if a school needs to process data after the closeout deadline?

A8: Extended processing is available on a limited basis for authorized reasons on a case-by-case basis for a limited time. A school should contact the COD School Relations Center to request extended processing. Requests must include:

- School Name and Identifier
- Award Year requested
- Justification for the request with specifics but no Personally Identifiable Information (PII)

Q9: What if a school does not resolve its Ending Cash Balance?

A9: The school will be notified of its remaining balance through a Final Demand Letter or Negative Balance Letter. Any remaining positive balances will result in a final liability for the school.